

STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON  
THE WIRELESS ENHANCED 911 BOARD  
FOR THE PERIOD  
JULY 1, 2009 THROUGH JUNE 30, 2010

SUBMITTED TO  
THE TWENTY-SIXTH STATE LEGISLATURE  
IN RESPONSE TO SECTION 138-6, HAWAII REVISED STATUTES

**STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON THE WIRELESS ENHANCED 911 BOARD  
FOR THE PERIOD FROM JULY 1, 2009 THROUGH JUNE 30, 2010**

Pursuant to Section 138-6, HRS, the Wireless Enhanced 911 Board (the Board) is required to submit an annual report to the legislature no later than twenty days prior to the convening of each regular session. The Wireless Enhanced 911 Fund is comprised of monthly surcharges imposed on every commercial mobile radio service connection. For the purposes of this report, the Wireless Enhanced 911 Fund will be referred to as "the Fund," the Public Safety Answering Points as "PSAPs", and the Wireless Service Providers as "WSPs."

The following is a summary of the Wireless E911 Fund Receipts and Disbursement:

**Wireless E911 General Fund  
Summary of Cash Receipts & Disbursements  
For 12 months ending June 30, 2010**

Description	Amount
<b>Cash Receipts:</b>	
WSP Surcharge Collections	\$8,564,416
Interest Income	\$9,815
<b>Total Receipts</b>	<b>\$8,574,231</b>
<b>Disbursements:</b>	
PSAP Reimbursements	\$7,760,106
DB&F Assessments(Revenue/Admin)	\$564,445
Consulting	\$469,831
WSP Cost Recovery	\$165,227
Board Member Travel (interisland)	\$24,456
Audit	\$8,883
Executive Director Conference Expenses	\$7,020
Bank Charges	\$32
<b>Total Disbursements</b>	<b>\$9,000,000</b>
Note: Total encumbrances amounting to \$385,102.22 are included in total disbursements.	

This report includes the following information:

1. The total aggregate surcharge and interest collected by the Fund in the last fiscal year for the period of July 1, 2009 to June 30, 2010, amounted to \$8,574,231.

2. The total disbursements from the fund amounted to \$9,000,000.
3. The recipient of each disbursement and a description of the project for which the money was disbursed:

Amount	Description of Expenditure	Payee
	<i>PSAP REIMBURSEMENTS:</i>	
\$3,440,674	<b>Tariff, network and equipment costs</b> from Hawaiian Telcom necessary to receive wireless e911 calls.	Hawaii, Maui, Kauai and Oahu PSAPs
\$1,758,437	<b>Pictometry Licensing Agreement-</b> Pictometry software is a powerful tool for the responder which provides detailed imagery for every square foot of a region and can navigate quickly and easily between views of a map to images associated with it specific features contained within images such as doors, manholes, fences, and fire hydrants. With this capability, responders may be directed to the emergency in the most direct route and in the case of high rise buildings, the software will acknowledge any obstacles that may impede a rapid response.	Hawaii, Maui, Kauai and Oahu PSAPs
\$32,855	<b>EMS tower</b> lease and network connection between the EMS facility at the Airport to the City's data center at Fasi Municipal Building to connect the EMS PSAP with other Oahu PSAPs in the sharing of data and information	Oahu PSAP
\$299,583	<b>Computer Hardware and Software</b> required supporting the receipt and dispatch of wireless 9-1-1 calls and related data.	Maui and Oahu PSAP
\$671,014	<b>Computer Aided Dispatch (CAD)</b> upgrades, maintenance and equipment required to dispatch wireless 9-1-1 calls	Hawaii, Maui and Oahu PSAPs
\$122,536	<b>Conference</b> registration, travel and lodging for various 9-1-1 related associations to provide the PSAPs	Hawaii, Maui, Kauai and Oahu PSAPs.

	education, knowledge and networking opportunities to stay abreast of 9-1-1 technology and operational advances	
\$4,202	<b>Training</b> relative to the use and operation of various equipment related to the receipt and delivery of wireless 9-1-1 calls to include overtime pay for the 9-1-1 call takers while attending classes.	Oahu PSAP
\$1,360,015	<p><b>Program Management</b> services provided by Akimeka, LLC provides continued Wireless E911 Program Management Services and Geographic Information Systems Services for the PSAPs and counties. The services rendered include:</p> <ol style="list-style-type: none"> <li>1. Program mgmt. support.</li> <li>2. PSAP Day-to-Day Operational support.</li> <li>3. Geographic Information System (GIS) services.</li> <li>4. Master Street Address Guide (MSAG) services.</li> <li>5. Database synchronization.</li> </ol> <p>Benefits include:</p> <ol style="list-style-type: none"> <li>1. Up-to-date location information on emergency calls received by the respective dispatch center.</li> <li>2. Current GIS information.</li> <li>3. Coordination for implementation and testing of new additions to the network with wireline, wireless, VoIP and Telematics service providers.</li> <li>4. Dealing with only one company with which to coordinate activities and issues.</li> </ol>	Hawaii, Maui and Kauai PSAPs
\$29,010	<b>Recorder Maintenance</b> related to the Excom recording system required to record wireless 9-1-1 calls.	Oahu PSAP
\$41,780	<b>Consulting Services</b> to verify the accuracy and quality of wireless 9-1-1 data residing on the GeoComm mapping system.	Oahu PSAP

\$7,760,106	<b>Total PSAP Reimbursements</b>	
	<b>Consulting Expenses:</b>	
\$159,163	<b>Executive Director Services Contract</b> provides essential support to the Board which includes: <ol style="list-style-type: none"> <li>1. Accounting.</li> <li>2. WSP revenue collection services.</li> <li>3. Banking relations.</li> <li>4. Drafting legislation.</li> <li>5. Board and Committee Agendas and minutes.</li> <li>6. Supervising audits.</li> <li>7. Approved cash disbursements.</li> <li>8. Record keeping.</li> <li>9. Creating and maintaining E911 website.</li> <li>10. Provide expert counsel on E911 issues.</li> <li>11. Budget and Planning.</li> </ol>	Akimeka, LLC
\$162,500	<b>Executive Director Services Contract</b>	TKC Consulting Group, LLC
\$148,168	<b>Intrado Consulting Services-</b> Intrado was engaged by the Board to assist them in preparing Requests for Proposals (RFP), seeking qualified vendors(s) to develop a plan and oversee the expansion of wireless 911 services throughout the State of Hawaii in the interest of public safety. The goal of this large scale project is to expand wireless 911 service in parts of the state that do not have adequate cellular phone coverage, thereby inhibiting cellular phone use in the event of an emergency.	Intrado
\$469,831	<b>Total Consulting Expenses</b>	
\$564,445	<b>The Dept. of Budget &amp; Finance Revenue and Administrative Assessments</b> are authorizes under §36-27 & §36-30, HRS. The assessments on revenue (5%) and expenditures (2.84%) from the Fund.	Director of Budget and Finance, State of Hawaii

	The total amount covers FY09 & FY10.	
\$8,883	<b>Audit</b> of financial transactions related to the Wireless 911 Fund	Choo, Osada & Lee, CPAs, Inc.
\$165,227	<b>WSP Cost Recovery.</b> §138-5, HRS, requires that 1/3 of the net proceeds of the WSP surcharge revenue (after Board administrative expenses) are to be set aside for potential cost recovery claims by the WSPs.	Sprint/Nextel
\$7,020	<b>Executive Director Conference Expenses</b> to include registration, travel and lodging for various 9-1-1 related associations to provide the Executive Director and Board education, knowledge and networking opportunities to stay abreast of 9-1-1 technology and operational advances	TKC Consulting Group, LLC
\$24,456	<b>Board &amp; Committee member interisland travel to Oahu scheduled meetings</b>	Reimbursed to traveler
\$32	<b>Bank Expense</b> related to the various charges imposed on the Board Bank Account	First Hawaiian Bank
\$9,000,000	<b>Total Disbursements</b>	

4. *The conditions, if any, placed by the Board on disbursements from the fund.*

The Board has implemented policies and procedures for PSAPs and WSPs seeking reimbursements from the Fund. The Board requires copies of all invoices for which the recipient is seeking reimbursement, and the appropriate committees on the Board must approve the request before the Board approves the invoice for payment. The approved disbursement check must be signed by the Board Chair and another approved signatory. These policies and procedures can be viewed by the public on-line at the Board's website, [www.hawaiiwirelesse911.hawaii.gov](http://www.hawaiiwirelesse911.hawaii.gov).

5. *The planned expenditures from the fund in the next fiscal year are as follows:*

**Wireless E911  
FY 2011 Estimated Expenditures**

DESCRIPTION	AMOUNT
Board Administrative Expenses:	
DB&F Rev. Assessment (\$36-27,HRS)	\$415,000
DB&F Admin. Assessment (\$36-30,HRS)	\$237,343
Executive Director Contract	\$325,000
Board Expenses - Misc	\$6,100
Board & Committee members interisland travel to attend scheduled meetings	\$27,000
PSAP Reimbursements	\$7,809,557
WSP Reimbursements (\$138-5,HRS)	\$180,000
<b>Total</b>	<b>\$9,000,000.00</b>

6. *The amount of any unexpended funds carried forward for the next fiscal year.*

The amount of unexpended funds carried forward for the next fiscal year amounts to \$8,384,875.90 as calculated below:

Description	Amount
Beginning Cash Balance (7/1/09)	\$8,425,542.32
Revenues	\$8,574,231.36
Subtotal Cash Receipts	\$16,999,773.68
Less Disbursements	(\$8,614,897.78)
Ending Balance (6/30/10)	\$8,384,875.90
Note: Total encumbrances of \$385,102.22 not included in ending balance.	

7. *A cost study to guide the Legislature towards necessary adjustments to the fund and the monthly surcharge.*

The Wireless E911 Long Term Spending Plan calls for the following expenditures over 5 years:

FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	Most of
\$17,132,588	\$14,000,000	\$14,000,000	\$14,000,000	\$14,000,000	

the \$9,000,000 of the current appropriations ceiling are being allocated for ongoing costs of the PSAPs and Board to maintain the current operational aspects of wireless 9-1-1 services. The core of the 9-1-1 system in the State of Hawaii is antiquated and in many cases obsolete. There is a need for additional funding to bring the current system up to today's industry

and operational standards and to move towards the next generation of 9-1-1 services.

The current Legislative Appropriations Ceiling remains at \$9M which will prevent the Board from utilizing existing funds to meet its desired FY 2011 spending target of \$13.5M. Spending beyond the \$9M will have to be delayed until the appropriations ceiling is raised.

8. *A progress report of jurisdictional readiness for wireless E911 services, including public safety answering points, wireless providers, and wireline providers. The report shall include the status of requirements outlined in the FCC Order 94-102 and subsequent supporting orders related to phase I and Phase II wireless 911 services.*

Since its inception the FCC Order 94-102 has been an evolving docket with subsequent orders to address issues such as location accuracy and lines of demarcation between the various parties involved in implementation. In addition, there have been additional considerations placed on changing wireless technology and the convergence of services between wireless, wireline and VoIP.

Currently, all of the PSAPs in the State of Hawaii are receiving Phase II 9-1-1 calls that in most cases are being delivered with location information and plotting on a map. Advancements in technology in the wireless industry have also placed demands on the PSAPs by wireless service providers deploying new and improved networks that support broadband capabilities such as the wireless 3G/4G networks being deployed by most of the carriers.

The State of Hawaii Wireless 911 service has graduated from a wireless Phase II deployment phase to Wireless Phase II maintenance and expansion phase. The PSAPs are already receiving emergency calls for assistance from New and Emerging Technologies such as Voice over Internet Protocol (VoIP), Converged (wireless and broadband) and Telematics communications service providers. But, the PSAPs must be upgraded to the Next Generation of 9-1-1 Services to keep pace with the demands for Enhanced 911 response and emergency services dispatch.

What is required to make this a reality is a change in HRS 138 that will broaden the scope of the Wireless E911 Board's responsibility to provide oversight of all 9-1-1 services to include wireless, wireline, VoIP and any future technologies and enable the Board to implement improvements to the systems that support the PSAPs and first responders in providing emergency services for all of the citizens and visitors to Hawaii. It is a matter of health and safety.